



Resolving your education queries

The Education Services complaints process is here to help you deal with your issue as quickly as possible. We hope you won't have to use it but understand there may be times we do not meet expectations.

If you are not happy with the response from Education Services or the processes of your exams please follow the steps of raising a complaint outlined below. Unless there is a good reason for doing so, a student may not progress his or her complaint to a higher stage unless all lower steps have been completed.

A complaint will normally only be accepted for consideration if it is made within 16 weeks of the relevant issue occurring, unless there has been good reason for delay.

Step 1: Escalation to Education Services Supervisor

If the advisor is not able to resolve your query it can be escalated to the Education Services Supervisor. In order to ensure that we're able to address your query effectively please email education.services@actuaries.org.uk or phone 01865 268207 asking for the supervisor and you'll need to provide us with:

- A preferred telephone number and/or email address that you can be reached on during the day
- If you haven't provided it yet, your ARN and the nature of your complaint

The supervisor will review your issues and respond within 2 working days.

Step 2: Referred to Learning Operations Manager

If the supervisor is unable to resolve your complaint to your satisfaction, you are able to speak to the Learning Operations Manager. The manager will review your concerns and respond within 3 working days.

Step 3: Referred to relevant Department Head

If the Learning Operations Manager is unable to resolve your complaint to your satisfaction, you are able to speak to the most appropriate Department Head. The Department Head will acknowledge your complaint within 5 working days, however will conduct a full review your concerns and respond within 10 working days.

Step 4: Referred to Director – Putting Things Right

If you are still unhappy we can pass your complaint to the Chief Executive office.

We aim to resolve all complaints within 15 working days from the date you first contact us however it may take a little longer due to further investigation. We will keep you updated on a regular basis if this is going to take longer.

The Education Services Team asks that if you do have a complaint, you allow us the opportunity to try resolving your complaint before going to the Chief Executive office.

The Chief Executive office can be contacted via the following means:

- Email: puttingthingsright@actuaries.org.uk
- Online: <http://www.actuaries.org.uk/about-us/pages/putting-things-right>